



## **2005 EMPLOYEE EXCELLENCE AWARD WINNERS**

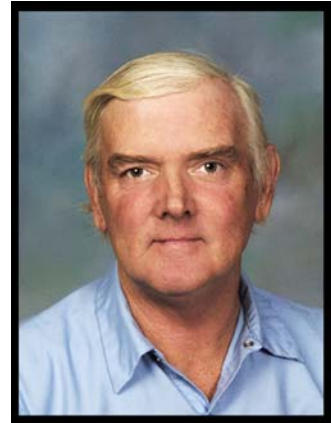
Each year the Department of Management and Budget honors five staff members with its annual Employee Excellence Awards. Candidates for these awards are nominated by their DMB colleagues, and recipients are chosen by a committee of employees representing all offices in the department. Award winners are revealed at the annual Employee Recognition and Celebration Event in September.

The awards program was established in 2004 to recognize staff members who consistently demonstrate the department's values, provide excellent service and engage in innovative thinking.

The 2005 winners include:

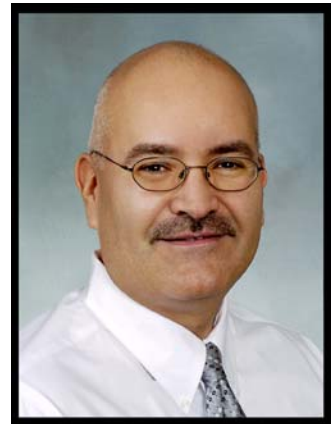
**Ralph Chapman**  
**Acquisition Services**  
**Customer Service Award**

Ralph Chapman makes his customers feel like long-time friends. His good nature and positive personality make him extremely approachable. Ralph, who is a delivery driver for the Logistics Division, is committed to providing the best customer service possible and helping improve the delivery process. Customers on Ralph's route describe him as a stickler for keeping commitments. He strives to reduce unnecessary trips, save fuel costs, and suggest ways to help avoid delays.



**Ralph (Dave) Peña**  
**Agency Services**  
**Every Day Hero Award**

Dave Peña has been called the glue that holds the Consolidated Print Center together. As the center manager, he provides technical support to produce a wide range of customized reports, warrants, client notices, and vehicle tabs. Because of the time-sensitive nature of this operation, Dave is often summoned at all hours to solve problems and keep day and night shifts functioning. His colleagues describe him as humble, dedicated and caring, someone who keeps the needs of his division second only to his family.



**John Betts**  
**Acquisition Services**  
**Innovator Award**

John Betts' resourcefulness and effort have saved money for taxpayers and improved service to his customers. As supervisor of the Tax Files Unit in the Logistics Division, John leads a staff that is responsible for storing and retrieving income tax files for use by the Department of Treasury. John's efforts to improve and consolidate processes cut storage costs by nearly \$55,000. His efforts also reduced file retrieval time from as much as a week to just 24 hours for 98 percent of all requests.



**Doug Church**  
**Office of Facilities**  
**Leadership Award**

As maintenance mechanic supervisor for the downtown complex, Doug Church leads a staff of 17 employees who provide plumbing, mechanical, electrical, carpentry, and painting services for nine state buildings. Doug makes regular stops at each building and visits with staff. He stays informed about each facility's needs and listens to staff concerns and suggestions. Crew members say he is always willing to help with problems but encourages them to discover their own solutions.



**Natalie Spaniolo**  
**Financial Services**  
**Living the Values Award**

Natalie Spaniolo's peers clearly hold her in high esteem. They describe her as a role model who leads with integrity and provides excellent customer service. She actively seeks their input and considers their suggestions. Natalie manages the Procurement Unit, which supports the statewide procurement card program. She sets high standards for herself and her unit and takes great pride in her team's growth and accomplishments.

